



# CUSTOMER RETURN FORM

PRINT THIS FORM AND  
RETURN COMPLETED  
WITH RETURNING  
PRODUCT.

For the fastest return resolution, please complete ALL areas relevant to your return below:

1. Are you returning coffee or another product?      Coffee: Go to 2      Other: Skip to 2e

2. Please tick reason for return:

a. ☐ I ordered the incorrect blend or grind.

Sorry to hear that! Mistakes happen and we understand. We will share the pain with you and split the reshipping costs.  
You ship this one back to us unopened and we will ship you the blend you wanted.

b. ☐ I ordered beans but need them ground.

Sorry to hear that! Mistakes happen and we understand. We will share the pain with you and split the reshipping costs.  
You ship the beans back to us and we will grind them for you and ship it back.  
PLEASE CIRCLE (grind for espresso plunger stovetop filter cold brew aeropress turkish)

c. ☐ I don't like it.

Sorry to hear that. It's all good. We all have different tastes and preferences and not every blend is for everyone.  
Please reseal the bag and ship it back to us (must be at least 75% of purchase weight) We will test it to make sure we have shipped you the correct blend and then we can ship you an alternative blend or process a refund for your original purchase.  
PLEASE CIRCLE ( Refund Replace )      Replace with this blend \_\_\_\_\_

d. ☐ I believe there is a fault with the product.

We are keen to help resolve this asap.  
Please reseal the bag and ship it back to us (must be at least 75% of purchase weight)  
We will test the coffee for any faults and ensure the chemical composition matches our batch sample for your order.  
If we find a fault or conclude we have shipped you the incorrect blend we will apologise profusely, refund you your original order price plus the cost of return shipping to us (please include a copy of your shipping receipt with this form).  
If we confirm the blend is correct and find no fault, we can ship you an alternative blend or process a refund for your original purchase.  
PLEASE CIRCLE ( Refund Replace )      Replace with this blend \_\_\_\_\_

e. ☐ Other reason for return.

Before incurring the expense of a return, please first confirm with one of our team members that a return is the best course of action for you. You can reach out any time on the website chat app or email [info@airjo.com](mailto:info@airjo.com)

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3. Please confirm the order number for the product being returned.

You can find the order number on the order confirmation email we sent you when you placed the order.

Order Number: #

4. Were there multiple products in that same order?

☐ No.

☐ Yes.

5. Please provide the names of products being returned.

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ALL RETURNS MUST BE SHIPPED TO:

AIRJO FREIGHT FORWARD #38596  
PO BOX 620, BURLEIGH HEADS  
QUEENSLAND 4220